

installationId

12

293rd BSB - Mannheim

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

1. Activities are not advertised well.

2. I would like to see Soldier/Family Time specials start at 1500 and end at the end of the duty day. This would encourage Soldiers and working family members to take advantage of the opportunities as well. A large number of family members work until 1700 hours are therefore miss the opportunity. Also, offer more specials during this time.

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	Gospel
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId

12

293rd BSB - Mannheim

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR and ACS and USO and other community organizations all seem to do their own separate things. I believe that if many/most of these organizations worked together as part of combined events that they might be able to generate better involvement.

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I live in Heidelberg, so many of my answers do not apply. I have been in the Army for 23 years and I can definitely see a loss of MWR benefits over the years. For example, in Heidelberg, all of the gyms are closed on weekends now except for one. The one that remains open is Campbell Barracks where no soldiers live in the barracks. What is a soldier in the barracks without a car to do? There are no more officer and enlisted clubs. These were a great benefit that the Airforce and Navy still have. You do not see the Airforce with a recruiting or retention problem. We are all doing more with a lot less, just a shame that many of our benefits are going away.

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

CDC Support - When my wife and I had our daughter in 2003 we registered my daughter for CDC and/or FCC child care shortly after she was born. We were told to come back when my daughter was 4 weeks old and they would tell us where she would be placed. At the 4 week mark there was no child care availibilty. My wife and I are dual military, we were told there was no space for our daughter at the CDC or FCC. We asked what are we supposed to do, my wife's maternity leave was ending and they had no space either at the CDC or FCC. We were told that had never happened before and they didn't know what to do. We have an active family care plan, but we shouldn't have to send our newborn back to the states when we aren't deployed. We found a nanny on the economy, we are thankful that we are able to pay for that service. CDC said they would help us through this situation, but they didn't!!!!!!!!!!!!!!

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Overall I am very happy with some of the general services offered. And even the services that I do not use personally I can see that many other soldiers benefit greatly from having a "safe" environment in which to enjoy certain activities in. In no way would I want to see the sports offerings limited in anyway. I know that with the high deployments it is often hard to field full community teams for a particular season, but I feel that with the appropriate announcing of events and season timelines you could ensure that enough people can find a way to participate. Also look at having shorter seasons to fit around a certain areas deployment schedule. I know of at least one unit in the area that could not participate in softball as half of their team would deploy midway through the season. Overall. Great job... Hopefully we can have a volleyball league or tournament in the area. I need to get my spike on. Also Kudos to the Biathlon that was run in the Mannheim community recently! Need to do more running and community exercise events!

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

More advertisement about country night at the Top Hat. Not a lot of people come at all when my wife and I went.

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	WIFE
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ACS Concerns	
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Overall Comment

Things here in BFV in Mannheim Germany Price vary very bad. If its close to pay day the prices of things in PX or commissary go up right before pay day amd come back down afterwards I think that is not right for us here.

installationId 12 293rd BSB - Mannheim

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer Don't Buy

Bowl Least Prefer Don't Buy

Child Care Prog

ACS Concerns

Overall Comment

I would like to see the Rod and Gun Club expanded. It is a great way to share time with my children. I get to spend some quality time with them. Other areas of interest are the woodworking shop, and an expanded role with the Children and Youth Services (CYS). We are in Europe and it is a shame that the military does not expose our children more to trips abroad. I try my best by taking them on trips to various places in Germany as well as to nearby countries to expose my children to the different cultures that are here.

installationId 12 293rd BSB - Mannheim

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

To take trips with outdoor recreation is very expensive, it's almost to the point that families can't afford to participate. Child care services are also very pricely, when determing how much families should pay they included BAS which is primarily for the soldier and not the entire family. There should also be a pool on post in Mannheim versus using the local national facilities which is very expensive to use.

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	Only Christian related
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	Time not Allowed to go to their classes
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Overall Comment

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I'm sure there are many things offered by our MWR that I don't know about simply because I haven't taken the time to check into them. Taking this survey has prompted me to do so and I will most likely begin using more of our facilities and doing more now that I plan on looking to see what is available in our community.

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

When I go out to a club to relax, I dont like to see people from work and stress out. Secondly, the clubs are pretty empty and the entertainment is poor. I simply prefer to take advantage of going on the economy while being stationed in Europe.

installationId

12

293rd BSB - Mannheim

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Keep improving the facilities and properly train and hire competent and professional staff to enhance customer relations

installationId

12

293rd BSB - Mannheim

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I really use and enjoy the auto hobby shop. In my opinion its the best MWR activity of my career. I especially like the Taylor shop, its by far the best I've seen in my three moves. The staff at the Taylor shop is GREAT!

installationId	12	293rd BSB - Mannheim
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Paint your own pottery events.

installationId

12

293rd BSB - Mannheim

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see the following:
 Art classes; sketching, painting
 Book club
 Voice lessons
 Gardening club/class
 Ladies travel group

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

12

293rd BSB - Mannheim

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

All the above are good choices

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR services are very important to us. One of the reasons I don't use MWR services as much as some other people is that currently my family lives one hour from Coleman in a German town. We are moving in one month. At that time we would be most interested in the using the following facilities: bowling alley, movie theater, swimming pool, library, youth center (if it has games and activities for kids between 5-11).

The overwhelming way I hear about MWR services is by listening to AFN radio. Stars and Stripes gives me some information...but AFN radio gives me the local info with times, date and location. Stripes seems to focus only on the really big events and activities.

installationId	12	293rd BSB - Mannheim
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Sorry, but the most of the time, my time would be spent at chapel and chapel related activities.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

12

293rd BSB - Mannheim

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Lodging was not good. They had no information in the room about the local area. In other bases they have the same info that you get at relocation available in the rooms.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I believe that the folks working for and volunteering for MWR are a very valuable asset to the soldiers and community as a whole! They are doing great things not only for the Mannheim area but are also reaching way beyond their community into the Heidelberg, Darmstadt and other surrounding communities because of the great things that are being offered in Mannheim! If I had to choose between using Heidelberg, Darmstadt or Mannheim for MWR services I would choose the Mannheim MWR services over the others for most activities that are offered within the community as a whole.

installationId

12

293rd BSB - Mannheim

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Would like to see some Advanced Step or Body Pump classes at the gym, especially after 5PM.

installationId	12	293rd BSB - Mannheim
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I have no doubt that the MWR does good things and is indeed necessary particularly for the younger folks. I just don't use the services it provides.

I have heard many good things about MWR.

installationId	12	293rd BSB - Mannheim
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I've been very interested in going to the new Edelweiss Resort, but have not been able to book a reservation. It seems almost impossible to get reservations - no matter what dates I tried. I understand the returning soldiers have priority, which they should, but I would think that they would be totally booked all the time. It's very frustrating. I've always used the web site - so not sure if the problem is in the web site - if the reservation on the web is some how not giving out correct info about available rooms

installationId

12

293rd BSB - Mannheim

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

I don't feel DA Civilians are included.

Overall Comment

I limited my comments to the Mannheim MWR facilities in most cases, but actually go out of my way to go to Heidelberg for some things (Racquetball, Fitness center) because the facilities here in Mannheim are awful (especially the woman's shower facilities on Sullivan Bks). I appreciate the fact that we need to focus on the Soldiers, they are first in line, but if you are really trying to reach everyone, "senior" civilians aren't being reached.
I also hate the fact that there is a huge smoking slot machine room, and customers in Wingers have to smell the smoke because the door is left open. Speaking of Wingers, why are customers at Wingers subjected to the horrible awful music from the Top Hat club?

installationId	12	293rd BSB - Mannheim
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I would like to see more activities for the older kids like, a skate park, swimming pool, miniture golf course.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

while I do not personally partake in all svcs provided by MWR because I live off-post and it is inconvenient with my work schedule to utilize MWR facilities, I believe MWR does provide good programs/services to the military community.

installationId

12

293rd BSB - Mannheim

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Host Nation Economy

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think this survey is flawed because you asked me some questions on how often I participated in various events (i.e. ceramics) and I answered none...because you do not offer it in this community. However, the survey never came back and asked if I would participate if it was offered.

To gets some insight into the community, I believe you need to have comment blocks after each section to capture those comments/items not covered by the questions.

Personnally, I would love to have some activities that I can participate in. But, they are not offered and as this survey showed, I'm not being asked to recommend anything either.

installationId	12	293rd BSB - Mannheim
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I would like to see Army lodging allow pets. It is very difficult to arrive overseas and not be able to stay on post to avoid the high cost of a rental car. Boarding pets until housing is available is another high cost that could be avoided if Army lodging would allow pets.

It would also be nice if there was a kennel/boarding service available on post.

I have been to several of the AAFES run fast food establishments and I am not impressed. Nine times out of ten the food served is old (way past the 20 minute hold time) and the preparation areas are not very sanitary. I don't know why food service workers are not wearing gloves during preparation. They run their noses, cough, and scratch their heads and then prepare food without washing their hands. This is unacceptable and needs to be addressed.

installationId	12	293rd BSB - Mannheim
Patron Group	Civilian	
Hear About MWR		
Music	Irish	
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer		
Bowl Least Prefer		
Child Care Prog	Teen Center	
ACS Concerns		
Overall Comment		

Close the clubs. If you're not going to staff them then close them. Waiting an hour for service from 1 or 2 waiters/waitresses force people to go off post despite the higher costs. Time is the essential element today.

installationId	12	293rd BSB - Mannheim
Patron Group	Civilian	
Hear About MWR		
Music		
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer	I don't buy bowling equipment.	
Bowl Least Prefer	All about the same disinterest	
Child Care Prog		
ACS Concerns		
Overall Comment		

My activities are mostly family-oriented activities on the spur of the moment. Therefore, no matter how good the services were, I probably would not participate much.

installationId	12	293rd BSB - Mannheim
Patron Group	Civilian	
Hear About MWR		
Music	Irish	
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer	I use the lane equipment	
Bowl Least Prefer	I use the lane equipment	
Child Care Prog	Ten Center	
ACS Concerns		
Overall Comment		

Reference question 62. Other is SERVICE. The club service is horrendous because MWR doesn't pay well and can't/won't pay to have extra staff. You go into Winger's and have to stand in line even though half the tables are empty. They are being bussed because of inadequate staffing.

installationId	12	293rd BSB - Mannheim
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Patron Group	Retired
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

The automotive center in Mannheim is not a very good place to work on your car. I use the auto skills facility at Tompkins Barracks in Heidelberg, because the personnel are more friendly (belive in customer service), a better facility, and they have an auto strip yard for parts. The auto skills in Mannheim is losing money by selling their junk cars to a German contractor. Why not sell them to ID card holders and make a profit for the auto skill center. The cars transfered to the contractor are not crushed or damaged and he most likely sells the cars on the German economy and makes a profit that the auto skills should be making. If nothing else why not transfer the cars to the Heidelberg auto skills and make a profit for DoD.

The prices of drinks at MWR facilities is outragous. Habaneras charges \$1.50 for a small bottle of water. For that price I can get a gallon of water at the comissary.

installationId	12	293rd BSB - Mannheim
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I think that the cove is a nasty, disgusting, drunk rat infested worm hole that needs to be torn down and replaced with either a Denny's or an IHOP, PLEASE BUILD US A DENNY'S OR AN IHOP!!!!

installationId	12	293rd BSB - Mannheim
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I think that Ms. Yolanda(SAS)is very friendly to all parents. She's always willing to go that extra mile for a student and a parent. Ms. Yolanda can relate very well with the children because she has years of experience as a mom. She's ensures that she finds out the facts of a situation that occurs with a child. She never jumps to conclusions from hear say. I think that she is a true asset to the Mannheim Community.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think the Mannheim post would be better off if there was a wider range of activitys for children and adults to do.... I dont agree that there isnt anything for children under 4 years old to do except for play group and music class.... I think that there should be better employees at the CDC and CYS programs. I think there should be a pool, or skating rink on post. I dont think that it is fair that the Air Force posts take better care of there families... they dont work any harder than the Army. I think that the food services; ie:taco bell, BK and so on should be changes out every so often to have a little change and not burn everyone out on the same ol food all the time..

installationId

12

293rd BSB - Mannheim

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think that it would be great if we had a swimming pool, and a rec center that is available to more than just single soldiers.

installationId	12	293rd BSB - Mannheim
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Need to have a spa on post and a baby sitting place at the gym so more people would be willing to go out an exercise and stay in shape.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I do not have teenagers but I heard them comment several times that there is not enough for them to do here. They spend way to much time wandering the post and hanging out at the little kids playgrounds tearing things up (trash, winding the swings, destroying things). It is very much a nuisance here. We have one gazebo behind the chapel that is frequently trashed and teens have been caught doing sexual things there in the dark. I know this in not MWR's fault, mainly the parents for not controlling and accounting for their children better but maybe it would help if there was more offered for them to do.

MWR seems to offer several things for adults but alot of times it requires no children. From my experience here, quality childcare is not available. I know one girl who works at the CDC and there is NO WAY I would let here watch my children. I have seen how she handles her own. If this is the type of people who work there then I would not use that service and I havent any more.

installationId	12	293rd BSB - Mannheim
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I wish for the benefit of others (since I myself do not have children) that the post gyms offered child care on site. This way many mothers can still continue to keep healthy even when their spouses are deployed. I have several friends who wish to work out, but cannot do so because there is no child-care available.

installationId

12

293rd BSB - Mannheim

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

i do not purchase such things.

i do not purchase such things.

units leaders push ACS program use